



MOHAMMED FAHEEM

A highly motivated, hands-on, and goal-oriented **automobile industry professional having 5 years of experience** in the area of automobile **aftersales services and service channel development** for both 4 wheelers and 2 wheelers. Experienced at managing dealer and OEM relations. Developed processes & systems to support sales & services and meet targets & SLAs. Self-motivated professional with excellent interpersonal skills seeking an opportunity with a growth centric organization to add value leverage acquired skills and in turn grow professionally.

EXPERTISE

- + Service Delivery
- + Relationship Management
- + Negotiations & Deal Making
- + MIS & Reporting
- + Inter-department Coordination
- + Dealer Development
- + Vendor Management
- + Channel Sales
- + Customer Service
- + Retail Sales
- + Training & Development
- + Network Expansion/Development

EXPERIENCE

June 2018 – Till Date

TERRITORY MANAGER – AUTOMOTIVE – Europ Assistance India Pvt. Ltd., Bangalore

- + Leading **channel sales and network expansion** department for **Road side Assistance** in Karnataka for Fiat India, Jeep, Royal Enfield, Yamaha India, etc.
- + Handling **customers complaints** and working on resolving the same within stipulated timeline
- + Handling **Retail Sales** for **Roadside Assistance** in Karnataka

Apr 2016 – June 2018

SENIOR AREA IN-CHARGE – India Roadside Assistance Pvt. Ltd., Bangalore

- + Leading **customer service** department for **Road Side Assistance** in Karnataka for multiple automobile brands like Ford, Honda, Ducati, Porsche, Audi, KTM, etc.
- + Handling **channel sales & partnership development** for **Road Side Assistance (RSA)** with dealers, sub-dealers, local garages and multi brand service centers; managing over 150+ dealer relationships in Karnataka
- + **Promoting company's services** along with OEMs to increase customer awareness and brand recall
- + Handling escalations for **service requests** and **troubleshooting** allocation of group leaders/executives as SPOC for service delivery
- + Coordinating with assigned teams and **resolving issues** with dealer & OEMs and preparing **daily status reports** in open service requests
- + Managing a network of **40+ vendors** for providing road side assistances to customers; responsible for their **training & development**
- + Organizing **training & awareness programs** for customers & dealer representative on the benefits of road side assistance
- + Ensuring all the customer complaints on deficiency of services are attended with utmost customer satisfaction

ACHIEVEMENTS

- + Delivered **highest ever Road Side Assistance (RSA) service penetration** for Ford and Honda in Bangalore region
- + Negotiated & closed **largest bulk service deal** with Honda 2-wheelers generating highest RSA revenue for the company Pan India
- + Instrumental at clearing all pending invoices from KTM and Honda for RSA services
- + Sold Pan India first RSA service to Ducati Customer

Sep 2015 – Apr 2016

FIELD SERVICE & SALES EXECUTIVE – BikeDekho.com, Bangalore

- + Managed **dealer relationships** and on-boarded automobile dealers on company's portal for lead generations
- + Provided lead to the dealers and actively followed up with dealer SPOC for feedback and conversion of leads
- + **Coordinated with customers** and dealers to provide best deal to the customers

ACHIEVEMENTS

- + Instrumental at rolling out & **training dealer partners** on a lead management (LMS) app for hassle free updating of leads
- + Delivered **first ever online customers** to the company
- + Achieved committed **5% lead conversion** for Khivraj Bajaj, one the biggest dealer of Bajaj Auto

Aug 2013 – Sep 2015

SERVICE ENGINEER – Ananda Honda (2 Wheeler Honda Dealership)

- + Handled a team of 10 service advisors and 2 Floor Supervisors and 4 Final Inspectors and ensured 100% service targets delivered
- + Managing Daily Service requests and allocating group leader as SPOC for the customer
- + Prepared **daily work process reports** and troubleshoot issued raised by team or customers
- + **Trained** 6 Service Advisors to handle customer queries and respond in a cordial manner
- + **Analyzed customer feedbacks** to determine areas of improvement and resolve issued raised
- + Instrumental at implementing **Total Productivity Management (TPM)**

ACHIEVEMENTS

- + Introduced a **reward program** for all technicians to motivate and reward best performers
- + Received **fast track promotion**

EDUCATION

2013

BACHELOR OF ENGINEERING – Visvesvaraya Technological University

- + Specialization in **Mechanical Engineering**

2009

12TH – KARNATAKA BOARD

2007

10TH – KARNATAKA STATE SECONDARY BOARD

PERSONAL INFORMATION

- + **Date of Birth:** October 18, 1990
- + **Marital Status:** Single
- + **Languages Known:** Kannada, English, Hindi, Telugu and Urdu
- + **Address:** #54/17, Sapthagiri Complex, Gurumurthy Reddy Colony, Near LCR School, Yeshwantpur, Bangalore-560022